

Profile  
Case Info  
Case Notes  
Messages  
Attachment  
History  
Actions



**Case Summary:**

Case ID: CA142648566	Case Owner: 1370401
Contact Preference: Phone	Case Status: Working
Primary Phone: 601-807-0828	Title:
E-Mail Address:	Customer Name: <u>Martin, Robert</u>
Source Code: 1-800-ASK-USPS	Repeated Case IDs: - none -
Address 1: 3995 MCCLAIN RD	Date Created: 04/16/2019
Address 2:	Due Date: 04/19/2019
City: LIBERTY	Urgent: <input type="checkbox"/>
State: MS	
ZIP Code™: 39645-7109	

**Clarifying Details**

Inquiry Type: Personnel	Involved:
Category: Letter Carrier	Detail:
Additional Detail:	

**Clarifying Questions**

\*I have a Compliment:\* Not Applicable

\*I have a Complaint:\* Not Applicable

\*Do You Know the Carrier's Name: N/A

\*Where Did the Incident Occur: Facility Name: ARMONK

Office Type: Station  
Street: 403 MAIN ST  
City: ARMONK  
State: NY  
ZIP code™: 10504-7000  
Urbanization:

\*Date of Incident or Best Guess: 04/16/2019

Additional Information: 9590940244708248697533 This customer is concerned and not happy about the fact this is the second time he sent a Certified with a return receipt and the return receipt came back without a signature. This is what he paid for.

Print

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**Case Activity History**

Activity	Date/Time	By
Ticket 142848566 created. [US/Central]	04/16/19 09:15 AM	KBKXV0
Assigned To User 1370401 [US/Central]	04/16/19 09:15 AM	System Workflow
First Contact [Spoke with Customer] [US/Central]	04/17/19 08:49 AM	G2YJKC
<< Previous		Record(s) 1 to 3 of 3
		Next >>

**Self Service History**

Date/Time	Solution Title
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Current Facility: LIBERTY(1370401) v

Change Facility

## My Assigned Cases

My Assigned Cases v Print

Date Created	FC	Due Date	Customer Name	Source Code	Status	Case Id	Select
04/16/2019	✓	04/19/2019	Marlin, Robert	1-800-ASK-USPS	Working	CA142648566	
<< Previous		Record(s) 0 to 1 of 1 (Total cases: 1)				Next >>	

## Open Requests for Assistance

Case Due Date		Date Requested	Source Code	Status	Case id	X
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## My Office (LIBERTY) at a Glance

Show Metrics

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<p>■ Complete items 1, 2, and 3.</p> <p>■ Print your name and address on the reverse so that we can return the card to you.</p> <p>■ Attach this card to the back of the mailpiece, or on the front if space permits.</p>		<p>A. Signature</p> <p><b>X</b> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p>	
<p>1. Article Addressed to:</p> <p>IBM Corporate 1 New Orchard Rd. Armonk, NY 10504 1722</p>		<p>B. Received by (Printed Name)</p> <p>C. Date of Delivery</p>	
<p>2. Article Addressed to:</p> <p>IBM Corporate 1 New Orchard Rd. Armonk, NY 10504 1722</p>		<p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If YES, enter delivery address below: <input type="checkbox"/> No</p> <p>Case Number FA142648566</p>	
<p>3. Service Type</p> <p><input type="checkbox"/> Adult Signature</p> <p><input type="checkbox"/> Adult Signature Restricted Delivery</p> <p><input type="checkbox"/> Certified Mail®</p> <p><input type="checkbox"/> Certified Mail Restricted Delivery</p> <p><input type="checkbox"/> Collect on Delivery</p> <p><input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)</p>		<p><input type="checkbox"/> Priority Mail Express®</p> <p><input type="checkbox"/> Registered Mail™</p> <p><input type="checkbox"/> Registered Mail Restricted Delivery</p> <p><input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Signature Confirmation™</p> <p><input type="checkbox"/> Signature Confirmation Restricted Delivery</p>	
<p>9590 9402 4470 8248 6975 33</p> <p>7017 1070 0000 6145 8692</p>		<p>PS Form 3811, July 2015 PSN 7530-02-000-9053</p> <p>Domestic Return Receipt</p>	

USPS TRACKING#		First-Class Mail Postage & Fees Paid USPS Permit No. G-10	
<p>9590 9402 4470 8248 6975 33</p>		<p>States Service</p>	
<p>• Sender: Please print your name, address, and ZIP+4® in this box•</p> <p>Robert Martin 3995 McClain Rd Liberty MS 39645 CA142648566</p>		<p>39645-710995</p>	

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April 19, 2019

### USPS Tracking Intranet Tracking Number Result



1. On 3/31/19, PTR changed the event description on all versions of the intranet tracking results for consistency. E.g., on the container results page, the U1 event was UNLOAD but now reflects ARRIVE USPS FACILITY. The change is for the description only.

2. "Scheduled Delivery Date from the ISC" is incorrectly showing "by 8:00pm" on the Internet and Intranet tracking results page for international items. Until this is fixed on the page, please disregard the time of "by 8:00pm" and adhere to the correct commitment time of 3:00pm; deliveries/attempts after 3:00pm fail service.

Updated: 4/18/19

### Result for Domestic Tracking Number 7017 1070 0000 6145 8692

#### Destination and Origin

##### Destination

ZIP Code	City	State
105041725	ARMONK	NY

##### Origin

ZIP Code	City	State
396459998	LIBERTY	MS

#### Tracking Number Classification

##### Class/Service

Class/Service: First-Class Certified Mail  
Class of Mail Code/Description: FC / First Class

##### Destination Address Information

Address: 1 NORTH CASTLE DR  
City: ARMONK  
State: NY  
5-Digit ZIP Code: 10504  
4-Digit ZIP Code add on: 1725  
Delivery Point Code: 99  
Record Type Code: Building/Apartment

##### Origin / Return / Pickup Address Information

Address:  
City:  
State:  
5-Digit ZIP Code: 39645  
4-Digit ZIP Code add on: 9998

##### Service Delivery Information

Service Performance Date: Expected Delivery by: Friday, 04/12/2019 by 8:00pm  
Network Predicted Delivery Date: Friday, 04/12/2019  
Delivery Option Indicator: 1 - Normal Delivery  
Zone: 06  
PO Box: N  
Other Information: [Service Calculation Information](#)

##### Payment

Payment Type: Other Postage  
Payment Account Number: 000000000000  
Postage: \$1.15  
Weight: 0 lb(s) 2 oz(s)  
Rate Indicator: SINGLE PIECE - FLAT

##### Other Information

Related Product: [9590 9402 4470 8248 6975 33](#)

[Agent Information](#)

**Extra Services****Extra Services Details**

Description	Amount
Certified Mail	\$3.50

**Events**

Event	Event Code	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
TRACKING INQUIRY, CALL CENTER	VT	04/16/2019	09:08	LIBERTY, MS 39645	Customer Driven Activity			04/16/2019 09:09:35	Request Delivery Record
TRACKING INQUIRY, CALL CENTER	VT	04/16/2019	09:08	LIBERTY, MS 39645	Customer Driven Activity			04/16/2019 09:09:36	
TRACKING INQUIRY, CALL CENTER	VT	04/16/2019	09:08	LIBERTY, MS 39645	Customer Driven Activity			04/16/2019 09:09:36	
TRACKING INQUIRY, CALL CENTER	VT	04/16/2019	09:08	LIBERTY, MS 39645	Customer Driven Activity			04/16/2019 09:09:35	
IN TRANSIT TO NEXT FACILITY	NT	04/15/2019	12:16		System Generated			04/15/2019 11:28:34	
IN TRANSIT TO NEXT FACILITY	NT	04/14/2019	12:16		System Generated			04/14/2019 11:31:33	
IN TRANSIT TO NEXT FACILITY	NT	04/13/2019	12:16		System Generated			04/13/2019 11:28:34	
IN TRANSIT TO NEXT FACILITY	NT	04/12/2019	12:16		System Generated			04/12/2019 11:25:34	
ENROUTE/PROCESSED	10	04/11/2019	20:16	WHITE PLAINS, NY 10610	Scanned	AFSM100-003-2		04/11/2019 19:25:37	
ENROUTE/PROCESSED	10	04/11/2019	13:02	WHITE PLAINS, NY 10610	Scanned	AFSM100-002-2		04/11/2019 12:11:35	
IN TRANSIT TO NEXT FACILITY	NT	04/10/2019	12:31		System Generated			04/10/2019 12:44:34	
DEPART POST OFFICE	SF	04/09/2019	16:31	LIBERTY, MS 39645	System Generated			04/09/2019 16:54:32	Closeout Label ID: CT13 7040 1600 1904 0916 4600 000
ACCEPT OR PICKUP	03	04/09/2019	09:04	LIBERTY, MS 396459998	Scanned	POS	Destined to route C007	04/09/2019 09:36:38	Facility Finance Number: 274303

Enter up to 35 items separated by commas.

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April 19, 2019

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Updated: 4/18/19

#### Result for Domestic Tracking Number 9590 9402 4470 8248 6975 33

##### Destination and Origin

###### Destination

ZIP Code	City	State
39645	LIBERTY	MS

###### Origin

City	State

##### Tracking Number Classification

###### Class/Service

Class/Service: Domestic Return Receipt PS3811 Green Card  
Class of Mail Code/Description: FC / First Class

###### Destination Address Information

Address: 3995 MCCLAIN RD  
City: LIBERTY  
State: MS  
5-Digit ZIP Code: 39645  
4-Digit ZIP Code add on: 7109  
Delivery Point Code: 95  
Record Type Code: Street Record  
Delivery Type: Residential, Sidewalk

###### Origin / Return / Pickup Address Information

Address:  
City:  
State:  
5-Digit ZIP Code: 10504  
4-Digit ZIP Code add on: 1725

###### Service Delivery Information

PO Box: N

###### Payment

Weight: 0 lb(s) 0 oz(s)

###### Other Information

Related Product: 7017 1070 0000 6145 8692

###### Agent Information

##### Extra Services

###### Extra Services Details

Description	Amount
USPS Tracking	
Return Receipt	\$2.80

**Events**

Event	Event Code	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
TRACKING INQUIRY, CALL CENTER	VT	04/16/2019	09:07	LIBERTY, MS 39645	Customer Driven Activity			04/16/2019 09:08:38	
TRACKING INQUIRY, IVR	VT	04/16/2019	08:55		Customer Driven Activity			04/16/2019 08:56:33	
DELIVERED, IN/AT MAILBOX	01	04/15/2019	13:49	LIBERTY, MS 39645	Scanned	MDD 15102D80AD (Interface type - wireless)	Scanned by route 9645R004	04/15/2019 13:55:33	GEO Location Data Available Facility Finance Number: 274303
ENROUTE/PROCESSED	10	04/12/2019	19:01	WHITE PLAINS, NY 10610	Scanned	AFC5200-023-		04/12/2019 18:04:33	
RETURN RECEIPT ASSOCIATED	GC	04/09/2019	09:04	LIBERTY, MS 39645	System Generated			04/09/2019 09:44:32	

Enter up to 35 items separated by commas.

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